

SDR

Internet Service Difficulty Reporting - FAQ

(Frequently Asked Questions)

Q. What web browsers will work with the Internet-based SDR system?

A. In order to provide an acceptable level of usability, interaction, and data control, we have designed the Internet-based SDR system to require either Internet Explorer or Netscape Communicator, version 4.0 or better. In addition, the browser you use must have 128-bit encryption (security) for all the features to work properly.

At present, Internet Explorer is the recommended browser (either version 4.0 or 5.0). Because Internet Explorer is more fully compliant with the HTML 4.0 specification than are current versions of Netscape Communicator, it supports features (e.g., tab-order, hot-keys, ...) which Netscape does not. However, we have invested an enormous amount of time designing the iSDR website so that it will function properly with EITHER Internet Explorer OR Netscape, version 4.0 or higher.

Q. I am unable to add SDRs, and some of the features like the pop-up lookup windows () don't work. What's wrong?

A. In order to add, update and submit SDRs, you must be using either Internet Explorer or Netscape Communicator, version 4.0 or better. In addition, the browser you are using must have "strong" security, meaning that it must have 128-bit encryption. Both Microsoft and Netscape offer free, 128-bit versions of their browsers for download.

Q. Can I print out copies of an SDR for proofreading, or for our files?

A. Yes, you can display and print a "print-ready" version of the SDR.

If you submitted the SDR as a General Aviation or Anonymous submitter, you will be given the option to "View Printable SDR" immediately after submitting an SDR. Select this option and a "print-ready" version of your SDR will be displayed. To print the SDR, just click on your browser's "Printer" icon, or select "File\Print" from the browser menu. This is your ONLY opportunity to print a copy of the SDR.

If you submitted the SDR as a "registered" air carrier (who has had to "log in" to reach the SDR submissions form), then you must display the SDR in "Edit" mode. To do this, enter the SDR's Operator Control Number in the "Operator Control #" field on the "SDR Submission Control" page, then set the "SDR Status" control (on the same page) to "5. All SDRs". Now click on the "Run Query/View SDRs" button. When the SDR is displayed, click the "View Printable SDR" button, and a "print-ready" version of the SDR will be displayed. To print the SDR, just click on your browser's "Printer" icon, or select "File\Print" from the browser menu.

With default font settings, the SDR will easily print on an 8.5 x 11 piece of paper in both Internet Explorer 4.0 or Netscape Communicate 4.0. You may change you browser's font-size and page-setup settings to customize how the printed report looks. Document margins can be controlled by selecting

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"File\Page Setup" from the browser menu in either browser. In Internet Explorer, font-size is changed by selecting "View\Text Size" from the browser menu. In Netscape, font-size is increased or decreased by selecting "View\Increase Font" or "View\Decrease Font".

Q. Will we be able to send a delimited file of SDR data?

A. Yes, we still continue to accept the delimited-file format indefinitely. The main difference is that you now upload the file to an Internet web site using a web browser instead of to a bulletin board service (BBS) using special software and a modem, as was done in the past. This feature is available by first selecting the "Utilities" button from the iSDR main menu, then selecting the "Upload" button.

Q. Are SDR summaries still available?

A. You can download Adobe [PDF] format reports and delimited text [TXT] files of the SDR summary from the AvInfo site at <http://av-info.faa.gov>. Select "Aircraft" at the top of the page then select **Service Difficulty Report Summaries**.

Q. Is there a maximum number of SDR reports that can be retrieved from an SDR query?

A. Yes, the total number of reports retrievable is 500. If a larger SDR sampling is required, you will have to request the data from the Aviation Information Systems Reporting Group.

FAA, Aviation Data Systems Branch, AFS-620
PO Box 25082
Oklahoma City OK 73125

BR> Fax: 405-954-4655
eMail: 9-AMC-AFS620-Request@mmacmail.jccbi.gov

Q. I keep getting an error message [Error 404] when trying to access the .DOC or .PDF links found on the "SDR Related References" page. Am I doing something wrong?

A. It comes down to needing to have the proper drivers and associations installed correctly on your PC. If you don't have the Adobe PDF reader, you can't access the PDF format. Similarly, if you don't have Microsoft Word installed (or the Microsoft Word Viewer), you won't be able to access the .DOC format.

Q. When I enter an aircraft's registration number, incorrect information pops up in the data-entry areas for the aircraft's manufacturer and/or model and/or serial number (in section "3. Major Equipment Identity"). Why does this happen and how do I correct the erroneous data?

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A. When a user enters an aircraft registration ("N") number into the Internet SDR submissions form, the program searches the SDR database for the "most recent" instance of that registration number. If found, the related information is retrieved and used to populate several fields of the submission form for you. If the registration number is not found (i.e., there were no SDRs reported within the time frame of the "current" SDR data, or it's a new plane which has never yet had a reported SDR), then nothing is pre-filled. If any of the information which is autofilled (manufacturer, model or serial number) is in error, just type over it to correct the information. This corrects the current record you are entering and all subsequent records. To correct erroneous information on any previously-entered SDRs, just eMail the corrected information to the SDR mail-drop address 9-amc-sdr-progmgr@mmacmail.jccbi.gov and we will correct the records for you in the master SDR data base. Be sure to include the "Operator Control Number" to help us identify which SDR which needs to be corrected.

Q. I am trying to lookup up and print an SDR submission which I previously entered and submitted to the FAA. But when I go to the "SDR Submission Control" page and try to lookup the SDR, it doesn't show up. What gives?

A. The SDR is still there, it just has a different status. As you add each SDR, you are prompted to then submit the SDR to the FAA. You may do so at that time, or you can wait until later and submit one or more SDRs from the "SDR Submission Control" page. BUT... Until the SDR is submitted to the FAA, it has a status of "Pending Submission". Once it has been submitted to the FAA, its status changes to "FAA Processing". So, after adding an SDR and then submitting it to the FAA, it will not appear on the "SDR Submissions Listing" page if the "SDR Status" field on the "SDR Submission Control" page is set to the "1. SDRs Pending Submission" status (which is the default setting). To see an SDR after it has been submitted to the FAA, go to the "SDR Submission Control" page and set the "SDR Status" to "3. FAA Processing" (this is down in the lower left of the page). Next, click on the "Run Query/View SDRs" button, and all of your SDRs which the FAA is currently processing will be displayed. Another status, "5. All SDRs", can also be used, and will show all SDRs, whether they are "Pending Submission", "FAA Processing", "SDR Accepted" or "SDR Rejected".

Q. I submitted an SDR to the FAA, and now it has a status of "SDR Rejected". What does that mean?

A. The FAA has rejected the SDR as either not genuine, (does not report a malfunction, defect or failure) or the report is a duplicate of a record already in the database.